

MULGRAVE

— ESTATE —

CONTRACT

Clients booking via our online reservation system will receive an automatically generated email acknowledgment to the email address provided in the booking form. A Contract between the Owner (Mulgrave Estate) and the Client shall only arise when the Owner has received payment of the Deposit or payment in full and the booking has been confirmed in writing by post or email

Where bookings are taken over the telephone, a Contract is formed between the Owner and the Client once the Deposit or full payment has been received by the Owner. The Owner will confirm in writing via a letter of confirmation sent to the Client by post or email.

Please note you are occupying the property under licence.

DEPOSIT

A non-refundable deposit of £100.00 (one hundred pounds) per week per Property is payable to secure a booking (the Deposit). Upon receipt by the Owner a letter or e-mail will be sent to the Client as confirmation of the booking.

FINAL PAYMENT

The final balance payable for the Holiday (Final Payment) is due no later than six (6) weeks prior to commencement of the Holiday. No further reminders will be sent. It is the responsibility of the Client to ensure that the Final Payment is paid by the due date as set out in the Holiday Confirmation. If the commencement of the Holiday falls within six (6) weeks of the booking, full payment at the time of booking is required.

VAT

All prices quoted are inclusive of VAT where applicable.

BOOKINGS AND PAYMENT

When you submit a booking via our online booking system, the booking is provisional until confirmed in writing by letter or e-mail.

The Client will pay the Deposit to the Owner within seven (7) days. If the Deposit is not received within this time, the Owner has the right to cancel this reservation.

Upon receipt of the Deposit, the Owner will issue a Holiday Confirmation to complete the booking.

The Client will make the final payment no later than six (6) weeks prior to commencement of the Holiday.

Payment can be made by debit or credit card, bank transfer or cheque. Bank transfers should be made to the Mulgrave Estate account 20-75-92 No. 10669849. Cheques should be made payable to Mulgrave Estate.

All payments must be made in GB Pounds Sterling.

BOOKING DETAILS

Upon receipt of the Holiday Confirmation from the Owner, the Client should check all the details carefully. Any errors MUST be notified to the Owner within seven (7) days. No changes may be made after this time.

CANCELLATION BY THE CLIENT

If the Client wishes to cancel the Holiday, the Client should notify the Owner in writing. If the Holiday falls within the time whereby the Final Payment is due, the Client is immediately liable for such payment.

The Owner will attempt to re-let the property at no discount and if successful, no Final Payment will be required from the Client.

Notwithstanding the above, the Deposit is non-refundable.

OTHER CANCELLATIONS

In the unlikely event that the Owner has to cancel the Holiday for whatever reason, the Owner will refund any payments made by the Client in full. The Owner is not liable for any further claims.

ARRIVAL AND DEPARTURE TIMES

Access to the Property will be permitted at 15:00 on the date of arrival. The Client must vacate the Property on the departure date by 10:00. Early access or late departure is only accepted by prior arrangement and at an extra charge. Failure to comply with these stated times will result in further charges being sent to the Client.

PETS

Dogs are accepted by arrangement with the Owner at the time of booking. There is a maximum of two (2) dogs allowed in the Property. Dogs are charged at a rate of £35.00 per dog, per Property, per week. Any excess cleaning required after departure will be charged to the Client.

The Client is liable for all damage caused by his/her dogs. The Client should remove all traces, inside and out, from the Property of dog occupation before final departure. Bookings that include pets are taken on the understanding that all flea and worming treatments are up to date. The Client must not allow dogs on beds or furniture within the Property and dogs must not be left alone in the Property.

BREAKAGES

The Client is responsible for any breakages during the Holiday. Any breakages MUST be reported to the Owner. Such breakages will be paid for by the Client.

LINENS

All bed linen and towels are provided by the Owner.

RESPONSIBILITIES OF THE CLIENT

During the Holiday, the Client must ensure the following:

1. That the number occupying the Property will not exceed the number stated on the Holiday confirmation.
2. The Property is used solely for the purpose of a Holiday.

3. That due consideration is shown to others (to include, but not be limited to, refraining from abuse of the Property and/or offensive or rude behaviour to the Owner, his Representatives or any other third parties such as neighbours).

4. To allow if reasonably required the Owner access to the Property during the Holiday.

5. To keep the Property, and all items such as furniture, utensils, equipment, fixtures and fittings in or on the Property in the same state of repair and condition as at the commencement of the Holiday and to ensure the same state of order upon vacating the Property.

6. To report any breakages or damage caused by the Client and to reimburse the Owner with the cost of replacement.

7. The Client must not allow any other person access to the Property other than those persons in the Client's party.

AVAILABILITY OF PROPERTY

The Property will be available to the Client after 15.00 hours on the day of arrival and must be vacated by 10.00 hours on the day of departure.

LIABILITY

The Owner accepts no liability for the Client's personal possessions during the Holiday.

INSURANCE

The Owner advises the Client to ensure adequate personal insurance is in effect prior to commencement of the Holiday

COMPLAINTS

In the unlikely event that the Client wishes to make a complaint about anything connected with the hire of the property the Client should contact the Owner as soon as reasonably possible prior to departure.

In the event the Client does not have phone reception at the location where they are staying, the Client must make reasonable efforts to make a call from a nearby public telephone, send an email or visit our office.

The Owner takes complaints from clients seriously and will endeavour to resolve them if possible, as soon as reasonably practicable.

In no circumstances can compensation be made for any complaints that are made after the hire has ended, or where the Client has denied the Owner of the property the opportunity to address the issue during the Client's stay. The Owner of the property cannot accept responsibility for work taking place outside the boundary of the property, or for noise or nuisance resulting from third party activity over which the Owner of the property has no control.